

**PPL ELECTRIC
STAKEHOLDER MEETING SURVEY RESULTS
OCTOBER 18, 2011**



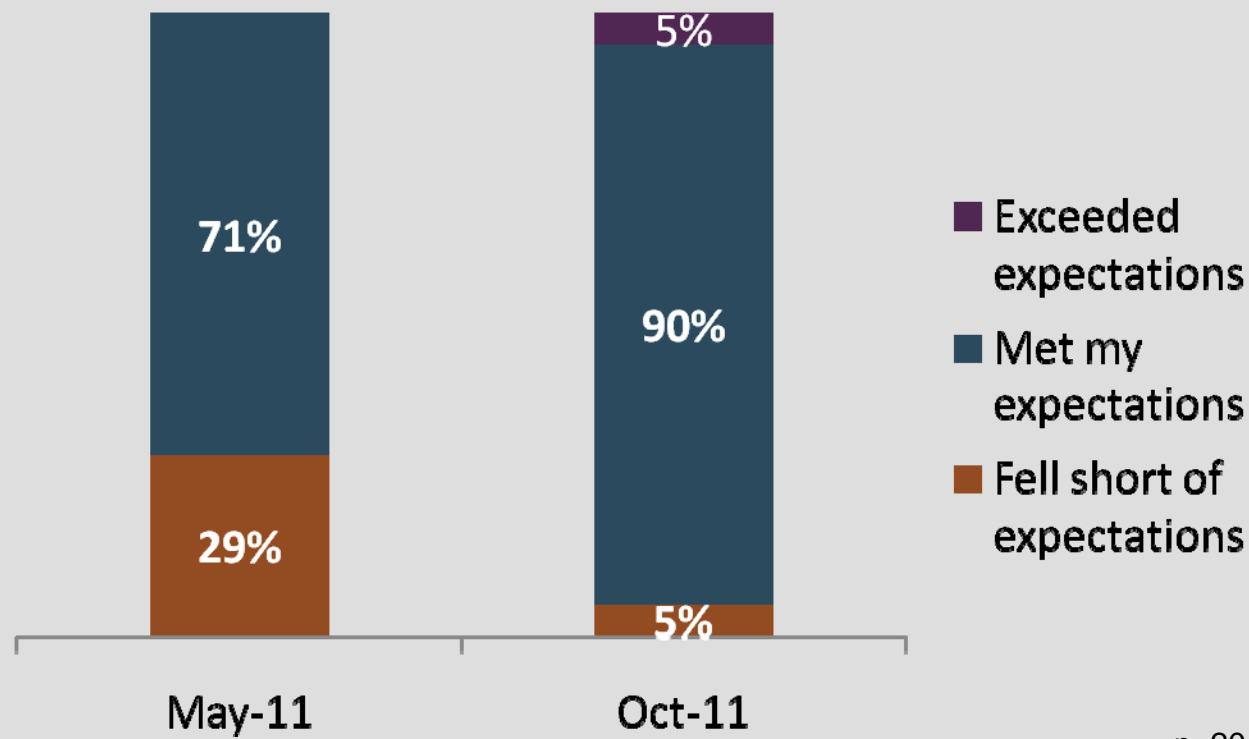
PPL Electric Utilities

BACKGROUND

- A Stakeholder Meeting was held in Harrisburg on October 18, 2011
- Material was presented to the Stakeholders with a Q/A session following
- Topics covered included:
 - Housekeeping Items
 - Portfolio Results
 - Status of Programs
 - Changes to EE&C Plan
 - Suggestions for Post-2013 EE&C
 - Net-to-Gross Method
- A survey was handed out to all attendees during the meeting (survey distribution was formerly sent after the meeting electronically)
 - 20 out of 22 attendees responded to the survey – 91% response rate
- Participants had the opportunity to provide feedback on the information presented and provide suggestions for improvements

MEETING EXPECTATIONS

- Nearly all attendees said the meeting met (90%) or exceeded their expectations (5%) which is an improvement over the meeting held in May 2011
- The one person who felt the meeting fell short indicated it was because *“PPL doesn't seem interested in receiving, absorbing, or acting on feedback”*

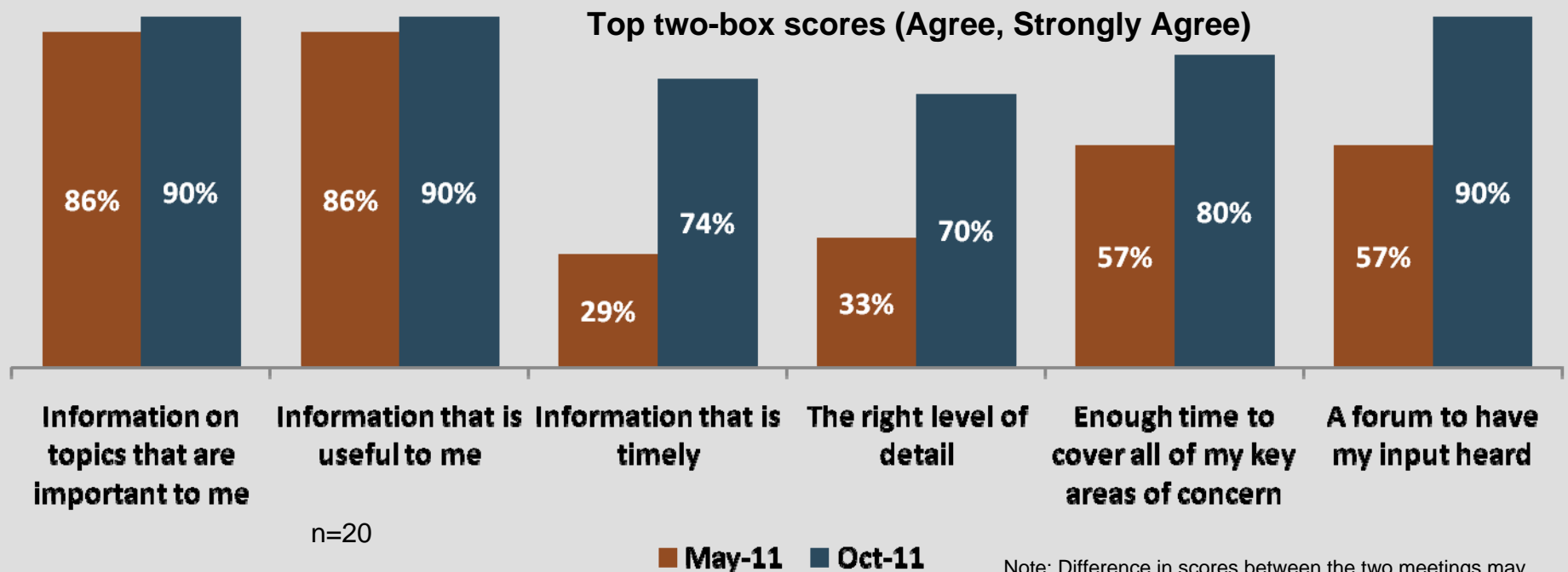


n=20

Q. Overall, this meeting:

MEETING CONTENT

- Overall, stakeholders were pleased with the meeting content
- Area's that received favorable but lower scores in comparison were timeliness of information (74%) and level of detail (70%)
- Huge improvements were made in those two area's since the last meeting with a 45 point increase on the timeliness of the information and a 37 point increase on the level of detail as well as providing a forum to have their input heard (+33 pts) and giving enough time to cover key concerns (+23 pts)



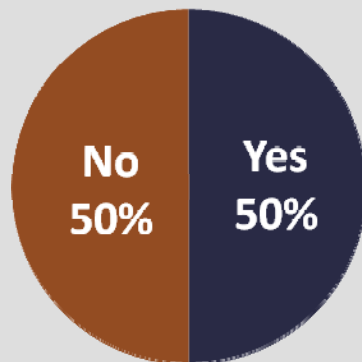
Note: Difference in scores between the two meetings may be due, in part, to the different methods of survey distribution

Q. This meeting provided me with:

STAKEHOLDER WEBSITE

- Of the stakeholders present at the October 2011 Stakeholder meeting, only half were aware that PPL Electric has a website set up specifically for stakeholders
- All that are aware of the website find the website useful (somewhat or very)

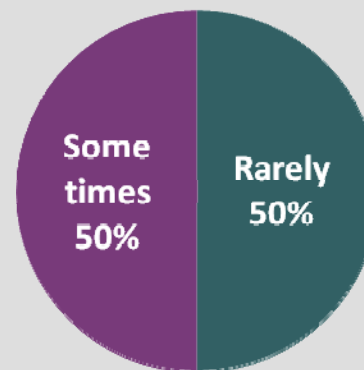
Aware of Stakeholder Website?



n=20

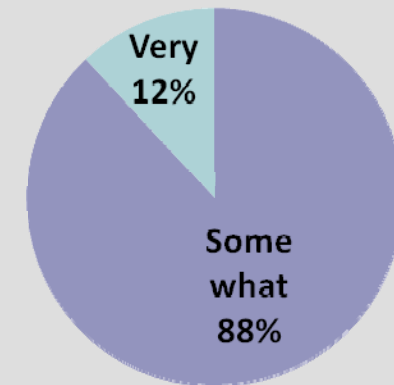


Frequently visit?



n=10

How useful is site?



n=8

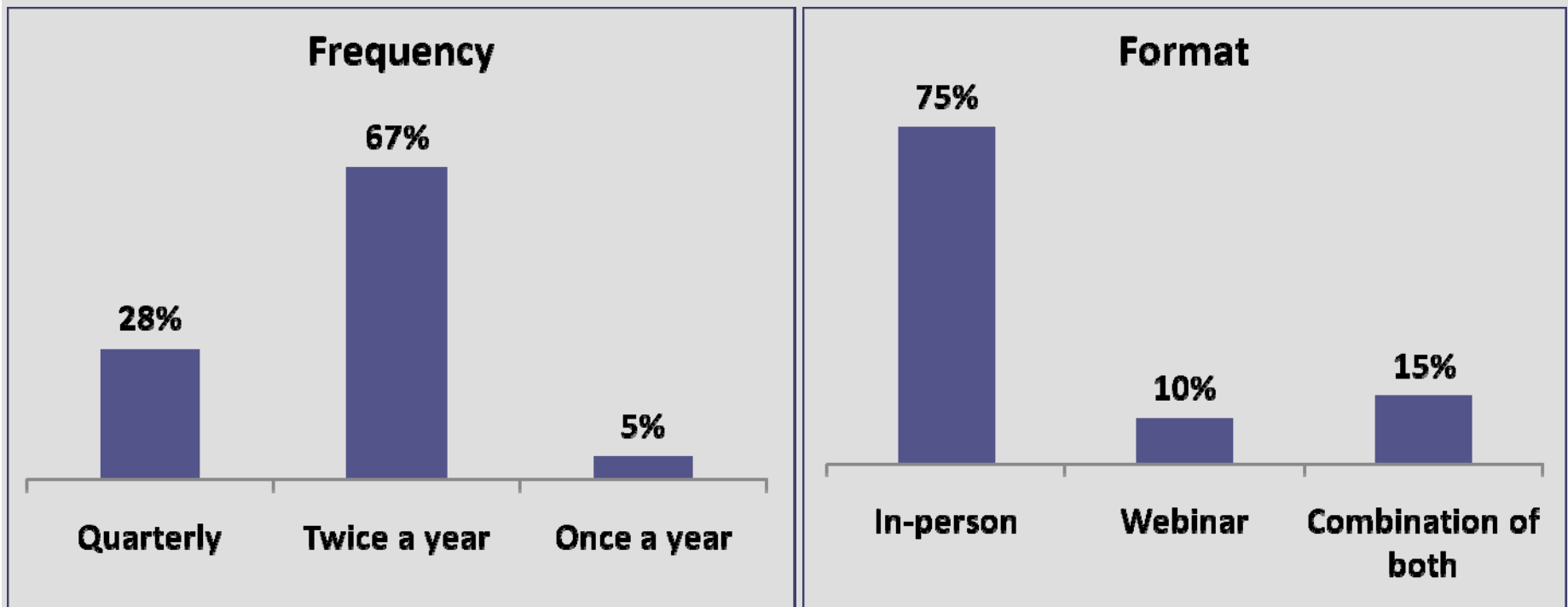
Q. Are you aware that PPL Electric has a "Stakeholder" website which contains relevant information, quarterly updates, and meeting documents?

Q. [IF YES] How frequently do you visit the PPL Electric Stakeholder website?

Q. How useful is the PPL Electric Stakeholder website to you?

MEETING PREFERENCES

- Stakeholders would like to see the in-person format of the meeting remain the same but 28% would like the meetings to be held more frequently than twice a year



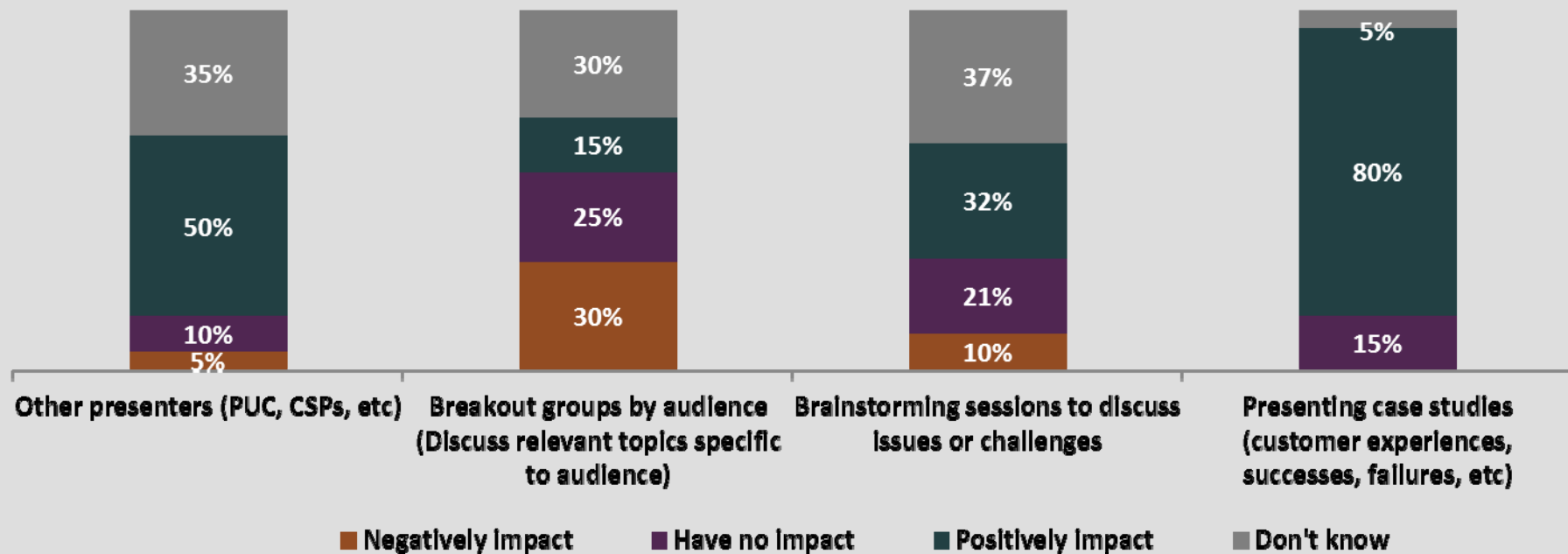
Q. How frequently would you prefer to have these meetings/

Q. Which of the following ways would you most prefer to have future stakeholder meetings?

n=20

MEETING PREFERENCES

- Presenting case studies would have the biggest positive impact on their experience (80%)
- Half would also like to see other presenters (PUC, CSPs, etc)
- Other suggested topics include:
 - (1) *“More details on the “in-house” CSPs per program and how to reach them. How to build synergy w community based organizations and their customers.”*
 - (2) *“Underlying assumptions that inform change decisions.”*



Q. Please rate how these changes would impact your meeting experience.

Q. Are there any other agenda items or topics you would like to see covered at PPL Electric Stakeholder meetings?

n=20

SUGGESTIONS FOR IMPROVEMENT

- 1. “Activities broken out on a county-by-county basis. Intro of those in attendance to see who was present and allow time for potential networking of attendees.”***
- 2. “Best practices and lessons learned.”***
- 3. “Level of detail may be good and appropriate. Results are spun to support your programs.”***

Q. If you have any other suggestions to improve the effectiveness of meetings going forward, please specify here.